



## **Business Performance Consulting Program**

### **Program Charter**

The Business Performance Consulting Program is an internal assessment and strategic operations evaluation program intended to add value to the City of Asheville by evaluating ongoing operations and programs for efficiency, risk, appropriateness of internal controls and process management. Program staff will engage in projects as requested by Department Directors or Executive Management. Staff will provide reports, recommendations and guidance to City staff in order to maximize the efficient and effective use of City resources.

Key components of the Program include:

- Review City of Asheville established systems to ensure compliance with those policies, plans, procedures, laws, regulations, and contracts which could have a significant impact on operations and reports, and determine whether the organization is in compliance;
- Review the means of safeguarding City of Asheville assets and, as appropriate, verify the existence of such assets;
- Appraise the economy and efficiency with which City of Asheville resources are employed;
- Review City of Asheville operations and/or programs to ascertain whether results are consistent with established objectives and goals and whether the operations and/or programs are being implemented as intended by management; and
- Evaluate strategic and business performance goals of departments and divisions and provide guidance, benchmarks and ongoing review services.

Business Performance Consulting staff shall be adequately and appropriately educated and experienced. BPC Staff will conduct evaluations independent of internal or external pressure and shall strive for transparency during and after the review process. Each project will begin with a Project Charter, outlining the scope and stakeholders for the project. Project Leaders and Management will be kept apprised throughout the planning, review and development of recommendations related to each project.

Attachment: Project Charter template